

<Begin Survey>

Your opinion matters and helps us improve the service you receive as a valued business customer. We appreciate you taking a moment to share your thoughts and experiences. All responses will be kept strictly confidential.

Thank you for participating!

1. Overall, how satisfied were you with your experience at the Business Mail Entry Unit (BMEU)?

Very satisfied
Mostly satisfied
Somewhat satisfied
Somewhat dissatisfied
Mostly dissatisfied
Very dissatisfied

2. Thinking about your most recent visit or call to this Business Mail Entry Unit, how likely are you to recommend the USPS to a colleague?

0=Not at all Likely
1
2
3
4
5
6
7
8
9
10=Extremely Likely

If Question 1 not Very satisfied or Mostly satisfied then 2a

2a. You have indicated a recent experience with the BMEU was less than satisfactory. Please indicate your area of concern.

Customer Knowledge of USPS Products/Services
Customer Service
Facility Issue (BMEU)
System Issue

For each answer under Question 2a see follow questions

Customer Knowledge of USPS Products/Services

Please indicate the specific product/service related to your most recent visit.

- | | |
|--|---|
| <input type="radio"/> Address Change Service (ACS) | <input type="radio"/> Intelligent Mail for Small Business (IMsb Tool) |
| <input type="radio"/> Address Management Services (AMS) | <input type="radio"/> Label Lists |
| <input type="radio"/> Business Reply Mail (BRM) | <input type="radio"/> Mail Acceptance |
| <input type="radio"/> CAPS/Enterprise Payment System | <input type="radio"/> Mail Anywhere |
| <input type="radio"/> Election/Political Mail | <input type="radio"/> Mail Preparation |
| <input type="radio"/> eInduction/eInduction Assessments | <input type="radio"/> Mailer Scorecard |
| <input type="radio"/> eVS/Product Tracking System | <input type="radio"/> Move Update Assessment |
| <input type="radio"/> Every Door Direct Mail (EDDM) | <input type="radio"/> Non-Profit Mailing (Periodicals) |
| <input type="radio"/> Facility Access & Shipment Tracking (FAST) | <input type="radio"/> Official Election Mail/Political Campaign Mail |
| <input type="radio"/> Fees (waiver/payment/renewal) | <input type="radio"/> Plant Verified Drop Shipment |
| <input type="radio"/> Full Service/Full Service Assessments | <input type="radio"/> Price Change |
| <input type="radio"/> Incentives/Promotions | <input type="radio"/> Seamless Acceptance/Seamless Assessments |
| <input type="radio"/> Intelligent Mail parcel barcode (IMpb) | <input type="radio"/> Other (Specify) <input type="text"/> |

Customer Service

Please identify the main customer service category that resulted in your rating:

- | | |
|--|--|
| <input type="radio"/> Acknowledgement Upon Entry to the BMEU | <input type="radio"/> Inconsistent Answers |
| <input type="radio"/> BMEU Hours of Operation | <input type="radio"/> Staffing |
| <input type="radio"/> Employee Knowledge | <input type="radio"/> Supplies/Resources |
| <input type="radio"/> Employee Efficiency | <input type="radio"/> Unresolved Concern |
| <input type="radio"/> Employee Courtesy | <input type="radio"/> Wait Time in Line |
| <input type="radio"/> Employee Attitude | <input type="radio"/> Other (Specify) <input type="text"/> |

Facility Issue (BMEU)

Please indicate your area of concern in relation to the **BMEU** facility.

- ☐ Accessibility to the BMEU
- ☐ Designated Area for Mailings
- ☐ Employee Availability
- ☐ Supplies (carts, tubs, trays etc)
- ☐ Other (Specify)

System Issue

Please indicate the specific system issue:

- | | |
|---|--|
| <input type="radio"/> Business Customer Gateway | <input type="radio"/> PostalPro/RIBBS |
| <input type="radio"/> Postal Explorer | <input type="radio"/> Postal Wizard |
| <input type="radio"/> Help Desk | <input type="radio"/> USPS.com |
| <input type="radio"/> PostalOne! | <input type="radio"/> Other (specify) <input type="text"/> |

3. What is the primary reason behind your rating? (*Comment*)

4. Have you contacted the BMEU by telephone within the last 30 days?

No
Yes

If Question 4 = Yes then 4a

4a. When you contacted the BMEU by telephone within the last 30 days:

	Yes	No	I Don't Remember
Did the BMEU employee answer the telephone by the third ring?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the BMEU employee identify themselves and the BMEU?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please indicate your agreement with the following statements about the acceptance employees at the BMEU:

	Strongly Disagree	Mostly Disagree	Somewhat Disagree	Somewhat Agree	Mostly Agree	Strongly Agree
BMEU employee(s) are knowledgeable about postal products, services and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BMEU employee(s) are courteous	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BMEU employee(s) have positive attitudes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BMEU employee(s) resolve my questions/concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. When calling or visiting the BMEU:

	Yes	No	I Don't Remember
Were you made aware of current or upcoming Postal Service promotions or programs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Would you like to be contacted regarding this experience?

No
Yes

If Question 7 = Yes then 7a

7a. How would you like to be contacted?

Phone
Email

Thank you for completing the U.S. Postal Service BMEU Customer Feedback Survey.

Your time and business are appreciated.